

CBM India Trust

Position Profile

CBM India Trust is committed to improving the quality of life of people with disabilities. CBM India addresses disability as a cause and consequence of poverty in the most disadvantaged communities of the world. We work in partnership with local, national, and international actors with the aim of creating a more equal society for all. Our vision is to have an inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

Position: E-Learning and Relationship Officer

Location: Bengaluru

Reporting to: Senior Officer - Training and Accessibility Inclusion

Objective:

The **E-Learning and Relationship Officer** will play a key role in contributing and coordinating the development and the rollout of the E-Learning Training Programme while managing engagement and partnerships with internal and external stakeholders. This individual will ensure smooth project execution of developing the e-learning contents, content quality, effective communication, and long-term relationship-building to maximize the reach and impact of the platform.

Responsibilities:

○ Project Management

- Oversee end-to-end planning, implementation, and monitoring of the digital e-learning platform project.
- Coordinate with content developers, tech teams, designers, consultants, and internal departments to ensure timely delivery.
- Work closely with instructional designers to review, adapt, and co-develop e-learning content that is engaging, accessible, and inclusive.
- Ensure learning modules incorporate principles of Universal Design for Learning (UDL), accessibility standards (WCAG), and experiential learning methodology.
- Facilitate testing, feedback cycles, and revisions of modules before launch.
- Ensure quality assurance of digital content, platform usability, and learner experience.

○ Stakeholder Relationship Management

- Identify, engage, and maintain productive relationships with various stakeholders, including:
 1. Persons with disabilities and their representative organisations
 2. Educational institutions, healthcare providers, and community partners
 3. Government departments and corporate partners

- Organise consultations, feedback sessions, and orientation meetings with different user groups.
- Represent CBM India in meetings, promotional events, and partnership forums related to the platform.

○ **Communication and Coordination**

- Serve as the central point of contact between CBMIT and external vendors/partners.
- Facilitate regular updates, review meetings, and documentation of learnings.
- Support outreach efforts to encourage stakeholder adoption and continued engagement with the platform.
- Oversee the proofreading and validation of translated materials to ensure linguistic accuracy, cultural appropriateness, and conceptual clarity across multiple languages.

○ **Monitoring and Reporting**

- Develop and maintain records, repository, monitoring tools to track usage metrics, stakeholder feedback, and learning outcomes.
- Prepare regular progress reports, dashboards, and success stories for donors, leadership, and partners.

Qualifications and Experience:

- Postgraduate degree in Disability and Development Studies, Rehabilitation Science, Social Work, Special Education, Project Management, or a related field.
- Minimum 5–7 years of experience in managing digital learning projects or inclusive education / inclusive development programmes.
- Proven experience in stakeholder management and cross-sectoral collaboration.
- Experience in coordinating with technical and content teams to produce e-learning content.
- Excellent communication, negotiation, and interpersonal skills.
- Prior experience in disability inclusion and accessibility initiatives is highly desirable.
- Familiarity with e-learning technologies, UX principles, or instructional design is an added advantage.
- Experience working with authoring tools (e.g., Articulate, Adobe Captivate) or LMS platforms, is an advantage.
- Familiarity with promoting accessibility for persons with disabilities, conducting access audits (physical spaces and digital accessibility), will be an advantage.

Key Competencies:

- Strong coordination and organisational skills
- Strategic thinking and problem-solving, including problem solving for persons with disabilities and related to e-learning.

- Cultural sensitivity and inclusion mindset
- Proficiency in project documentation and reporting
- Ability to work independently and manage multiple priorities
- Strong proofreading and content validation skills, especially for multilingual materials

Desirable:

- Knowledge of Disability and Development, Special Education, Indian disability legislation (RPwD Act 2016), accessibility standards, National Education Policy, Information and Communication Technology (ICT) standards, including Indian ICT standards IS-17802.
- Multilingual ability and experience in managing translations across multiple Indian languages.

Other requirements

- The future job holder adheres to CBM India Policies and procedures, commits to CBM India's Child Safeguarding Policy and Code of Conduct, and follows CBM India's safety & security protocols.

CBM India encourages persons with disabilities and women to explore this important opportunity. Share your profiles to jobs@cbmindia.org